



F. M. Ligon
Ford Motor Company
P O Box 1904
Dearborn, Michigan 48121

F03427821012

2000 Explorer
Vehicle ID #:03S03/03S04August, 2003

STATE OF UTAH DAS MOTOR POOL
CAPITAL PLZ
SALT LAKE CTY, UT 84114

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that defects which relate to motor vehicle safety, exist in certain Explorer and Mountaineer vehicles.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

What are the issues?

A bolt that attaches the seat recliner mechanism to the driver seat back frame on your vehicle may fracture. If this condition were to occur, you may experience looseness or noise in the seat. In extreme cases the seat back may recline until it makes contact with an object behind the seat or the second row cushion. This could potentially cause you to lose contact with the steering wheel or foot pedals, possibly resulting in a crash.

Also, the speed control on your vehicle may not disengage due to a binding condition between the speed control strand cover and the cable conduit. Drivers may experience a high idle or a condition where it would appear the speed control would not disengage. Braking function is maintained, though brake effectiveness may be reduced and stopping distances may increase, possibly resulting in a crash.

What will Ford and your dealer do?

Ford Motor Company will repair your vehicle free of charge (parts and labor).

For Safety Recall 03S04: Your dealer will replace the upper bolt (and in some cases, the lower bolt) that attaches the driver seat recliner mechanism to the seat back frame.

For Safety Recall 03S03: Your dealer will inspect and, if necessary, replace the speed control cable on your vehicle.

How long will it take?

The time needed for these repairs is less than one-half day.

What are we asking you to do?

Please call your dealer without delay and ask for a service date for Safety Recalls 03S03 and 03S04. If you do not already have a servicing dealer, you can access www.qualitycareservice.com for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you paid to remedy the issues addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 1904, Dearborn, Michigan 48121. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this safety recall.

Can we assist you further?

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

Ford Call 1-866-436-7332

1-800-232-5952 (TDD for the hearing impaired.)

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 11PM

Saturday: 8AM – 6PM

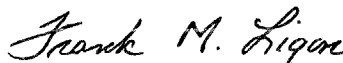
If you wish to contact us through the Internet, our address is:

www.ownerconnection.com

If you are still having trouble getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations